

# Continuous Improvement Report

<b>Reviewed</b>
<b>DQA:</b>
<b>Date:</b>

Printed on: Thursday, September 15, 2016

<b>Details</b>			
<b>Raised Date</b> 9/7/2016	<b>Status</b> Open	<b>Owner</b> Monterroza, William	<b>Number</b> CIR16-79
<b>Target Date</b> 10/28/2016	<b>Standard</b>		<b>Severity</b> MAJOR
<b>Process</b> Customer Feedback		<b>Audit</b>	
<b>Raised By Person</b> Esso Australia Pty Ltd / Exxon Mobil		<b>Raised Against (Department or Supplier)</b> Engineering\Design	<b>Fault Category</b> General\Design
<b>Details</b> Raised by Customer Support. Multiple customer complaints about the design and functionality of the net. Customer unhappy with pulley raining system. Too hard to pull and doesn't raise the net high enough for their liking. Carabiner attachment is too difficult to use when personnel are wearing gloves, hook would be preferable. 3 horizontal straps are not long enough, they restrict the size of the cargo that can be loaded, they are too short to allow full use of the compartments. Once the cargo is loaded, the ratchets on the LH/RH straps that go over the top of the cargo are difficult to access because they're on top of the load. It would be preferable to move them lower down nearer to the d-rings.			
<b>Keywords</b> A / Active Alan SteveD / Case 9485		<b>Product</b> D139-1012-011	
<b>Document</b>		<b>Root Cause</b>	
<b>Closed By</b>	<b>Closed Date</b>	<b>Resolution</b>	

<b>Corrective Action</b>			
<b>Target Date</b> 10/28/2016	<b>Owner</b> Monterroza, William	<b>Closed Date</b>	<b>Closed By</b>
<b>Details</b>			

<b>Actions</b>			
<b>Number</b>	<b>Owner</b>	<b>Target Date</b>	<b>Completed Date</b>
<b>Details</b>		<b>Response</b>	
1	Monterroza, William	9/9/2016	8/31/2016
Put net under review		URF16-636	
2	Monterroza, William	9/13/2016	
update dwgs to reflect required changes, communicate with vendor to produce prototype			

3	Monterroza, William	9/19/2016	
Test fit at ERA.			
4	Monterroza, William	9/28/2016	
Update dwgs			
5	Monterroza, William	10/26/2016	
Release on ECN			
6	Willems, Sian	10/28/2016	
communicate changes to Esso			

### Verification & Review

<b>Target Date</b> 10/28/2016	<b>Owner</b> Downing, Eric M	<b>Closed Date</b>	<b>Closed By</b>
<b>Details</b>			

### Actions

<b>Number</b>	<b>Owner</b>	<b>Target Date</b>	<b>Completed Date</b>
<b>Details</b>		<b>Response</b>	